

TRUE NORTH

*In today's workplace climate, career advisory has gone beyond the simple act of placing clients into a job. It has become an intricate art of helping clients navigate workplace complexities and interweaving that closely with an individual's beliefs, values and principles. As a career professional, you are tasked with the all-important role of helping one find meaning and fulfilment in their job. You are instrumental in their search for a purpose-driven life; for their **TRUE NORTH**.*



Certified Career Practitioners (Left to Right: Jason Low, Angeline Chiang, Irene Chin, Jit Nagpal)



Applications Now Open!

WSG is happy to share that application to the credentials under the WSG Career Development Framework (CDF) is now open.

Application Period: Now till 15 Oct 2020

How It Benefits You!

- Endorses the competencies you possess.
- Gives clients assurance that you abide by the Code of Ethics for Career Professionals.
- Have your name listed on WSG's website as a credential holder.

NEW

- Priority enrolment to WSG's Continuous Professional Development (CPD) events.
- Further 20% subsidy off the application fee to attend WSG's CPD events.
- Exclusive access to online-resources such as e-books and e-journals.

FROM THE CASE CHEST

Being out of job for 4 months with only 5 secured interviews out of the 200 job applications sent, where none translated to a job offer, Karen (not her real name) sought help from Workforce Singapore (WSG) in hope to get back into employment anytime soon.

To better understand her predicament, Karen's WSG career coach, Maurice applied the Schlossberg's Transition Theory to help Karen gain better clarity of her current situation and resources available so that effective coping strategies could be developed to help her.

Karen started off by building up a resilient and positive mindset through WSG's Career Recharger programme that helped improve her coping

IN THE PIPELINE

Career Advisory Programme (CAP)

Nov intake: 16 – 18 Nov 2020
(Application closes: 12 Oct 2020)

Jan intake: 6 – 8 Jan 2021
(Application closes: 2 Dec 2020)

Career Facilitation Programme (CFP)

Nov intake: 9 Nov 2020 – 5 Feb 2021
(Application closes: 12 Oct 2020)

Dec intake: 16 Dec 2020 – 26 Feb 2021
(Application closes: 1 Nov 2020)

TELL US YOUR STORY



WSG is looking for interesting case studies from career professionals showcasing useful learning points, career development practices, etc. that fellow professionals too can adopt in the course of their practice. Your story will also go a long way in encouraging the career professionals community in their journey of providing career advisory to their clients.

If you are a career professional and wish to share your story, please visit our website for details on how you can contribute:
bit.ly/case_study_contribution

We look forward to your valued contributions!

skills. She was then guided to identify her Values, Interests, Personality and Skills (VIPS) to gain better clarity of her career choices.

With the newly gained clarity, mindset and strategies in place, Karen was ready to regain control of her job search. Maurice shared with Karen the labour market information like industry insights, growth trends and job opportunities. Together, they revisited her past applications and interviews for areas of improvement.

Maurice then proceeded to work with Karen on identifying her Knowledge, Skills, Attributes and Other Characteristics (KASO) so that her interests and experience could be better matched to job descriptions. Maurice also helped Karen refine her resume writing skills and polished her interview techniques. With these enhanced job search skills, Karen received two job offers within 3 weeks and eventually accepted the one that suited her career aspirations best.



*Contributed by Maurice Ng
Career Coach
WSG's Careers Connect*

THE IMPACT OF PERSONALITY ON JOB FIT AND ORGANISATION FIT

You might have completed a personality questionnaire recently as part of your job application, or feel that there is a chance you'll be filling up one in the near future. So, what exactly are personality questionnaires and why is it increasingly being used to supplement recruitment and human resource optimisation practices?



WHAT IS PERSONALITY?

Psychologists refer to personality as a person's preferences in a range of areas, including how they relate to others, their thinking, action style and their typical feelings and emotions.

In 1936, US psychologists Gordon Allport and H.S. Odbert collected over 18,000 English language adjectives that could describe people and researched them to determine how they might be categorized and systematized. This work has been central to the development of modern personality theory. Their research recognized that some words referred to physical characteristics – short and thin, for example – and some referred to very temporary states – angry and relaxed.

On the other hand, the words most relevant to personality research focused on those characteristics that are stable and enduring, and therefore relevant in thinking about people's behaviour over a long period – years rather than hours or days. For example, everyone experiences anger from time to time. However, someone who has a tendency to get angry easily might be described as fiery or irritable. These descriptions reflect a more stable disposition, which can be thought of as part of the person's personality.

WHAT IS JOB FIT?

After considering the basic ability and skills of the job, research suggests that personality is the next most important indicator of suitability for a job. This is because although we can all moderate our behaviour to fit the needs of a situation, it can be hard to maintain the change over an extended period. The 'true' personality tends to come out, particularly in times of difficulty, fatigue or stress. Someone whose personality suits the role can behave naturally, but the person whose personality does not match the requirements of a job role has to 'stretch', and that takes energy.

For example, some roles require taking calculated risks. A procurement manager for a fashion retail store entering a new market has to make a decision about how much inventory to purchase for the new season. Order too few, and the store will miss out on potential sales; order too many, and the store will be left with unsold inventory.

A procurement manager who is risk averse will find this type of decisions very stressful and may tend to err on the side of caution or spend too much time analysing, resulting in increased costs or delayed delivery dates.

Someone who is a moderate risk taker will probably deal with the situation more easily as they experience less anxiety about the decisions they will be able to focus on what is known about the situation (recent sales trends, weather forecasts, supplier situations) and not be distracted by worrying about things that cannot be known.

On the other hand of the spectrum, an extreme risk taker might not make good decisions as there is a tendency to underestimate the potential downsides.

WHAT IS ORGANISATION FIT?

Other than predicting if a person will be successful in doing a job, personality can also be relevant to determining how well a person will fit into a particular organisation. Every organisation has its own culture and way of doing things. Some organisations are very friendly and informal, while others may be more structured and hierarchical.

In some organisations, employees are expected to spend time helping colleagues with their work, while in others people are expected to focus on their own tasks. Some organisations have a strict monitoring system, but others let employees adopt a hands-off approach. Some companies bestow high accolades on individual performers, while others emphasise on team excellence and leaving no man behind.

As you read this, you may already have sensed that you would feel more comfortable working in some of these organisational cultures rather than others. Personality is a large factor in this kind of fit.

Someone who is flexible and has a high tolerance of ambiguity will fit in better in Company A, which is unstructured and deals in a spontaneous manner with issues as they arise. The same person might find Company B, which has a very planned and controlled approach with lots of procedures that must be carefully followed and documented, stifling and bureaucratic. Someone who is more regulated and prefers a more predictable environment might be happier in Company B rather than Company A.

In short, anyone with the appropriate knowledge and experience has the ability to do well. However, someone with the additional edge of having appropriate personality characteristics would not only perform well but would also feel more comfortable while doing so, which will be beneficial for both individual and organisation.



Contributed by Tan Weixi
Managing Partner, Distinctions Asia
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FOOD FOR THOUGHT

How can career practitioners make use of their client's personality insights to help in their career choices?

FURTHER READINGS



Big Five Personality
Traits: The OCEAN
Model Explained



4 Reasons Talented
Employees
Don't Reach
Their Potential



How the Big Five
Personality Traits
Influence Work Behavior

3 Career Books For Your Reading List



**LOVE YOUR JOB:
THE NEW RULES
FOR CAREER
HAPPINESS**

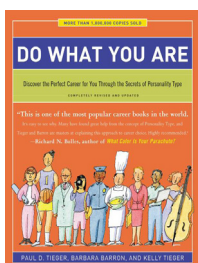
Author: Kerry E. Hannon | Paperback: 208 pages

Awards: Independent Publisher Book Award 2015 (Silver) and National Mature Media Award 2015 (Bronze)

A 'guidebook' written to help make work fulfilling and fun again, or even for the first time. This book features techniques that focus on changing the habit and thought patterns formed over the years to help anyone love their job again.

Review

"It provides a great deal of actionable steps to take to enjoy work more. There is a good deal of useful data and interesting anecdotes" (The Marketing Society, June 2015)



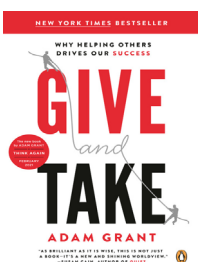
**DO WHAT YOU
ARE: DISCOVER
THE PERFECT
CAREER FOR
YOU THROUGH
THE SECRETS OF
PERSONALITY TYPE**

Author: Paul D. Tieger, Barbara Barron and Kelly Tieger | Paperback: 432 Pages

This one-million copy bestseller book leads readers through the process of determining and verifying Personality Type. It identifies occupations that are popular with each Type, providing case studies and a rundown of each Type's work-related strengths and weaknesses. Focusing on each Type's strengths, readers can discover suitable career options and make better career decisions.

Review

"A revolutionary way of finding the right job. Every job hunter or career changer needs this book" (Kevin Harrington, Career Services, Harvard Graduate School of Education)



**GIVE & TAKE:
WHY HELPING
OTHERS DRIVES
OUR SUCCESS**

Author: Adam Grant | Paperback: 320 pages

For generations, we have focused on the individual drivers of success: passion, hard work, talent, and luck. But today, success is increasingly dependent on how we interact with others. The author identified that people at work operate as either takers, matchers, or givers. Takers strive to get as much as possible from others, matchers trade evenly and givers are the rare breed who contribute without expecting anything in return. Using his own research, the author showed how these styles impact success.

Review

"Give and Take is a truly exhilarating book – the rare work that will shatter your assumptions about how the world works and keep your brain firing for weeks after you've turned the last page." (Daniel H. Pink, Author of Drive and A Whole New Mind)

JOIN US



Are You...

- ✓ Tertiary qualified with at least 5 years of demonstrated experience in at least one industry domain?
- ✓ Trained and experienced in career development facilitation, social work, psychology and/ or counselling?
- ✓ Empathetic, resourceful, proactive, enterprising, professional and persuasive?
- ✓ Committed towards helping Singaporeans on their career journey and raising their employability level for job placement.

To apply or find out more:
bit.ly/CAcontract



SCAN HERE

SHARE YOUR THOUGHTS!

As part of WSG's effort to improve and better contribute to the career development community, we continuously seek feedback to evaluate the effectiveness of the e-newsletter and explore areas of improvement.

We seek your help to share your views by participating in our short survey. Your contribution will be greatly appreciated!

Do the survey here:
go.gov.sg/true-north-survey



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